

Mr & Mrs C Neil-Smith

# Heaton House Residential Care Home

Overall  
rating

Inadequate

Requires  
improvement

Good

Outstanding



## Are services

Safe?

Good

Effective?

Good

Caring?

Good

Responsive?

Outstanding



Well-led?

Outstanding



The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at <https://www.cqc.org.uk/location/1-112010360>

We would like to hear about your experience of the care you have received, whether good or bad. Call us on 03000 61 61 61, e-mail [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), or go to [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)